# UPDATES AND RELEASES

Autodesk subscription and maintenance plan customers have access to the most recent version of Autodesk software when a new version is released during a contract term. See the general workflow for upgrading to a new version of your subscription software below. Product versions are independent of one another and are not "add-ons" to previous releases. You'll need to download and install the full new product version.

To install a new version of your Autodesk Software

1. Uninstall your current version: Uninstalling your existing Autodesk software helps avoid software conflicts and installation errors. Uninstall utilities are provided with most Autodesk software. Look in the Autodesk > [Product Name] folder.

2. Download your software: Sign into your Autodesk Account at manage.autodesk.com to access and download your new software. Look for the software you wish to download on the Products & Services list and click Downloads to activate the download pop-up window.
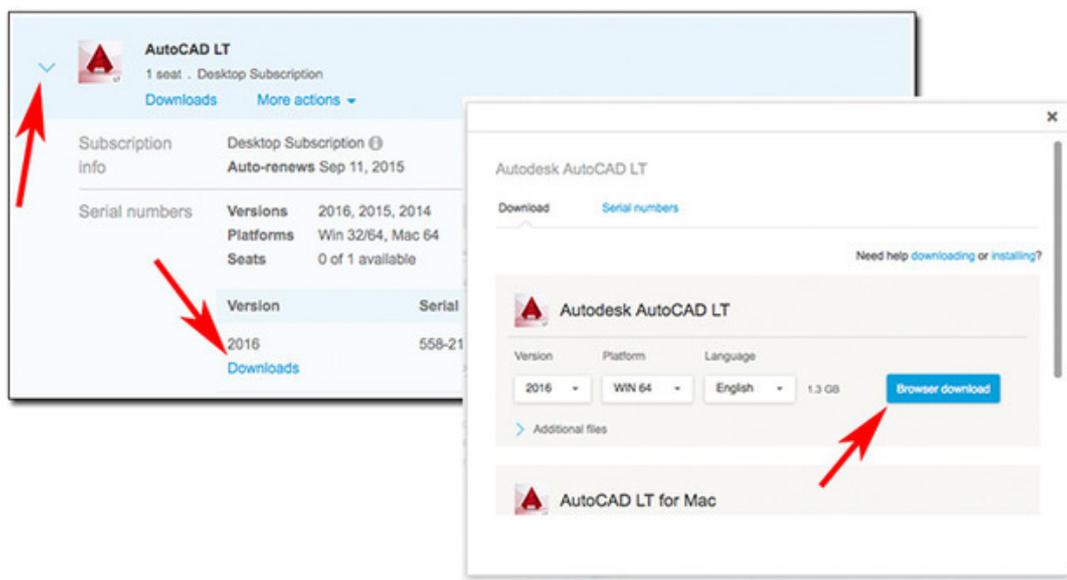
Note: Not all download methods may be available for every product, version, or operating system platform. See Download Methods for my Autodesk Account for more information.

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3. Install your software: The Install Now option will download, decompress, and install your software in one continuous process and also assist with activation. If you used Download Now or Browser Download, launch the installation files you downloaded to begin installing your new version.

4. Activate your software: Some software requires you to enter the serial number displayed in your Autodesk Account. Other products may only require you to sign in with your email address and password for your Autodesk Account.

Install Updates, Add-ons and Enhancements

Autodesk product enhancements (service packs, add-ons, and extensions) are periodically released for some products to provide access to security updates, product features and extensions, and new technology planned for future versions. Maintenance and Subscription customers can download these product enhancements directly from Autodesk Account.

Downloading from Autodesk Account

To download product updates, add-ons and enhancements in Autodesk Account:

1. Sign into your Autodesk Account at manage.autodesk.com.
2. Click Downloads next to the product name to activate the download window.

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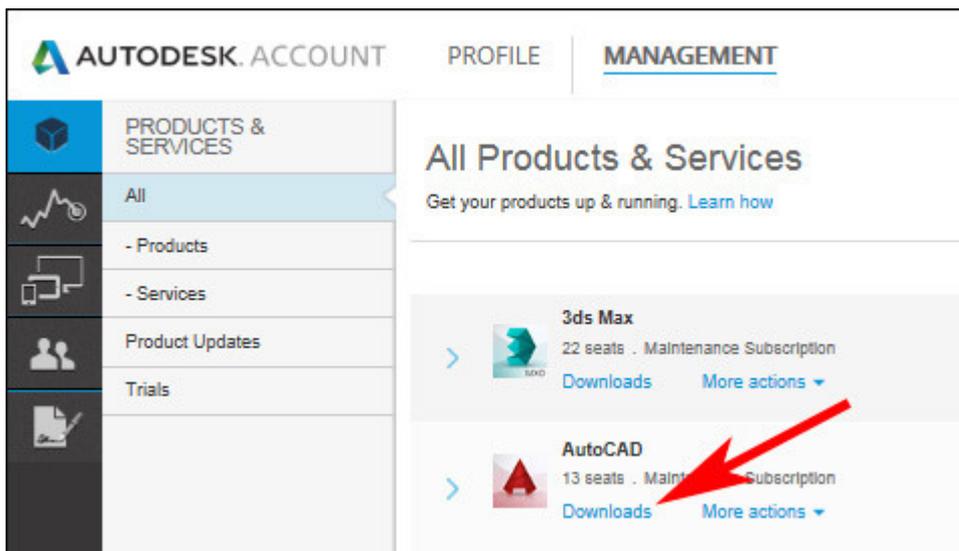
3. Click Updates & Add-ons on the download window.2. Click Downloads next to the product name to activate the download window.
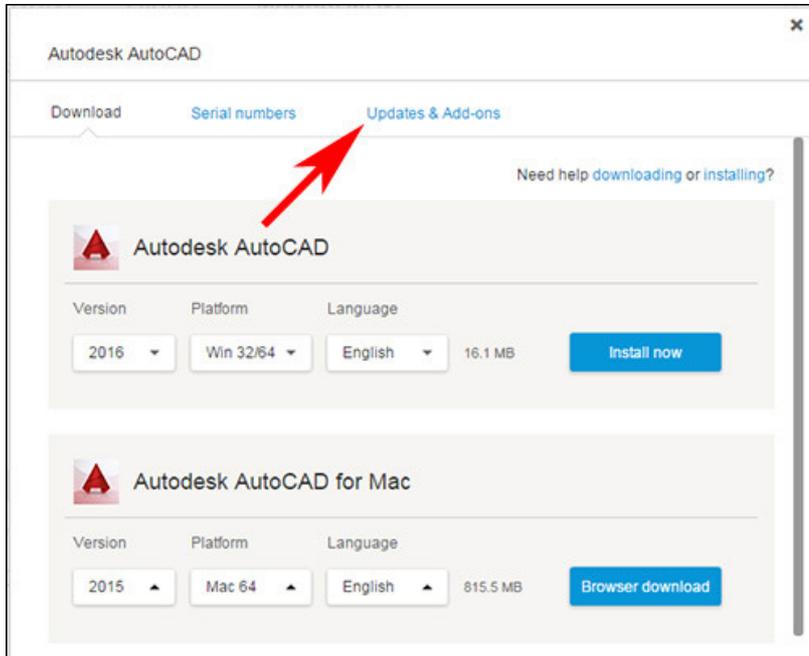
4. Browse the list of available files and click the default download method to initiate a download.
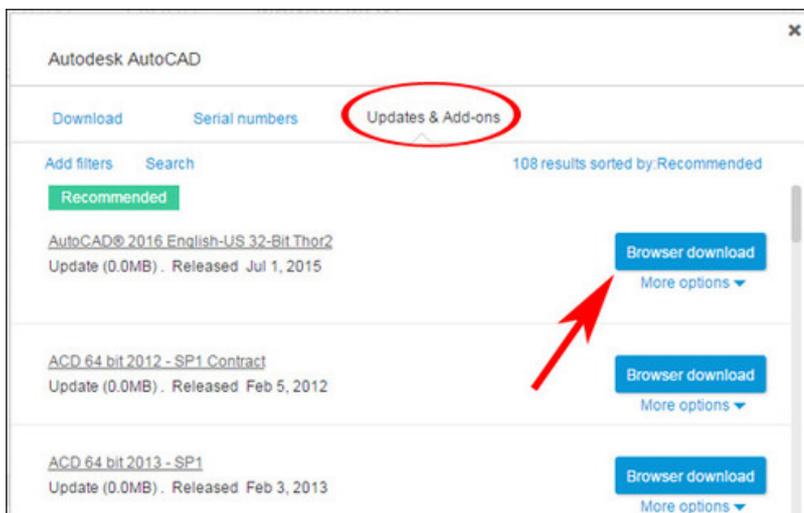
5. Launch the downloaded file and follow the onscreen instructions for installation.

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LICENSE ACTIVATION

Product activation is the process of verifying that a product's license is valid and allowing the user to access the software. The product activation process protects both your rights as a consumer and the rights of Autodesk as a software developer: It verifies that you have installed a genuine Autodesk product and that the product has not been activated on more computers than are allowed by your Software License Agreement.

For most Autodesk products, product activation only applies to stand-alone and multi-seat stand-alone licenses. It is not required for network licenses. If you selected the wrong license type (such as "stand-alone") during installation you might need to switch your license type.

Methods of Activation

Different licenses may require different methods of activation.

Subscription Software

Primarily activated when a named user signs in to verify the license. Although a serial number and product key may be required, this information is often entered automatically, depending on your download and installation method.

Perpetual License Software

Activated by entering a serial number and product key and licensing it to run on a specific computer. You can activate this type of license automatically, or manually by using the Digital Concierge to get your Autodesk activation code.

Trial Software

For most Autodesk products there is a trial period during which you can use the software without activation. However, after this period ends, the software will stop working until you activate it. Only one trial period is offered per user, product, and computer.

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Online versus Offline (Manual) Activation

Activation is initiated the first time the product is launched. If you are connected to the Internet, the process can be completed automatically. The method of activation and Internet access requirement is determined by your license type:

Single-User Subscription

You need an Internet connection for both initial download and activation. Just connect to the Internet and sign in with an Autodesk Account email address and password the first time you start the software.

To keep subscription software active, you must also connect to the internet at least once every 30 days after initial activation. (You should receive a reminder 7 days before you need to reconnect).

Multi-user Subscription

Subscriptions that provide access by multiple users are activated via a network license server and do not have an Internet requirement. However, an Internet connection might be required to download software installation files. When you activate multi-seat stand-alone software licenses, each instance (except those managed with a network license server) requires a unique activation code. You cannot reuse an activation code from one machine on another machine.

Cloud Services

An Internet connection is always required to access cloud services.

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Activate & Register Online

During product activation, your serial number and product key are verified and licensed to run on your computer. Activation is only required for single-user Autodesk licenses. If you have a serial number and product key when you install your software, activation will be part of the installation process.

Activate Online after Installation

The steps below illustrate the process of activating and registering your Autodesk software online the first time you launch a new program after installation.

To activate and register your software:

1. Launch your Autodesk product by clicking the product icon on your desktop or by clicking the (product name).exe file, which is typically saved under your Programs (Windows) or Applications (Mac) folder.

2. On the Let's Get Started screen, choose one of these options:
   - Enter a Serial Number. Use this option if you have a single-user license and received serial number information in your confirmation email.
   - Use a Network License. Use this option if you use a network server to manage licenses and know the name of the server.

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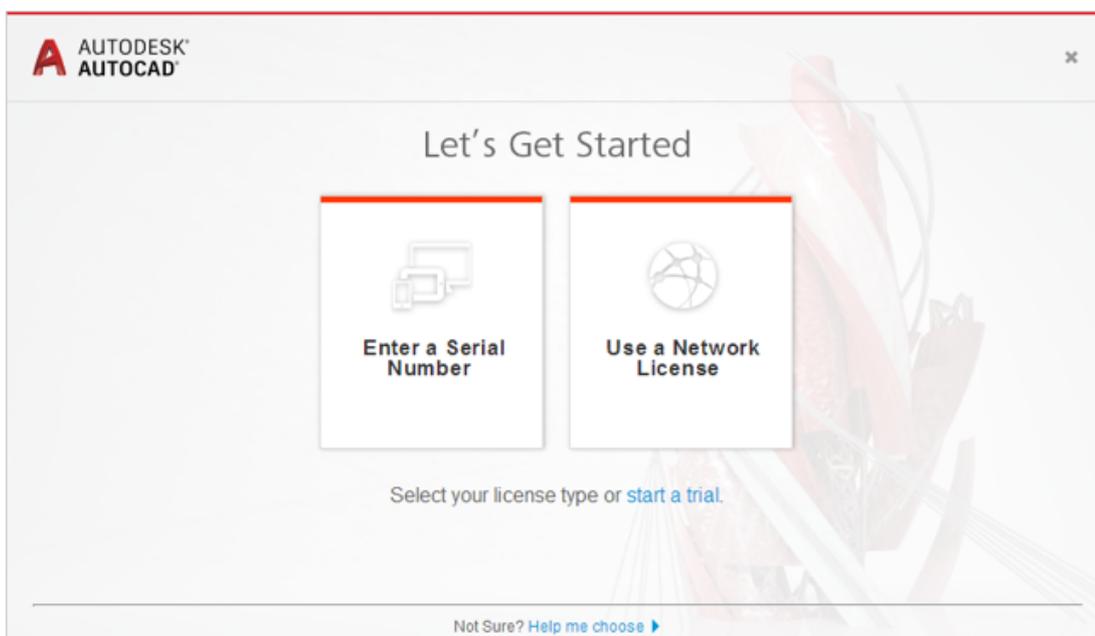
3. On the Autodesk Privacy Statement screen, click the I Agree button to indicate your acceptance of the terms and conditions. The privacy statement only appears the first time you launch the software.

4. On the Product LIcense Activation screen, click Activate.

5. Enter the Serial Number and Product Key and click the Continue or Next button
 (depending on your software version).

6. On the Product License Activation Options screen, choose one of the following options:
   - Connect now and activate
   - I have an activation code from Autodesk
      Note: If you can't connect or have restricted Internet access, you need to manually
        activate your product

7. If you have received an activation code from Autodesk by email, place your cursor in the top-left cell and copy and paste it into the form. (The code will populate the entire table.) If you do not have your activation code, you can use your Serial Number and Request Code to get your Autodesk product activation code online.

8. When you see the Thank You for Activating screen, activation is complete.

Register During Activation

If the Serial Number you entered hasn't been registered to an Autodesk Account, you'll be asked to either create an account or log in to your existing account to register.

1. Enter your Autodesk ID and Password and click Login. If you don't have one, click Create User ID Now and follow the on-screen instructions.

2. If you have multiple Accounts, select the one you want to register your product to and click Next.

3. The activation process completes automatically and saves your activation information in the specified location. Click Finish to close the activation wizard.

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# Find Serial Numbers and Product Keys in Autodesk Account

Your Serial Number and Product Key are displayed in your Autodesk Account in the product tray on the Products & Services page and also again in the Software Download window.

Note about serial number visibility in Autodesk Account:

Only account administrators, such as Contract Managers and Software Coordinators, and Named Users with assigned software benefits will see serial numbers in Autodesk Account. You are the account administrator if you purchased a software subscription using your Autodesk Account or were assigned the role of Contract Manager or Software Coordinator by your company. If you do not see the software you wish to activate in your Autodesk account or see the message "Contact your admin for serial numbers," you need to contact the contract administrator. Only an administrator can assign you as a Named User or End User and give you permissions to download and activate the software.

To find the Serial Number and Product Key in Autodesk Account:

1. Sign in to your Autodesk Account at manage.autodesk.com.

2. Locate the software you wish to download in the list of Products & Services. Click the arrow next to the product name to expand the product details tray.

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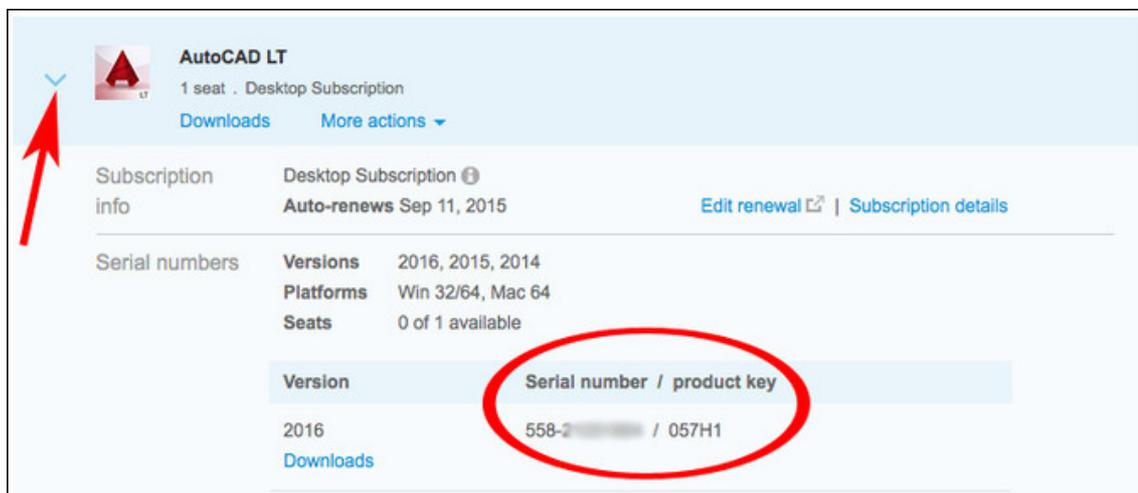
3. Click Downloads to initiate a download and see the serial number in the download window.
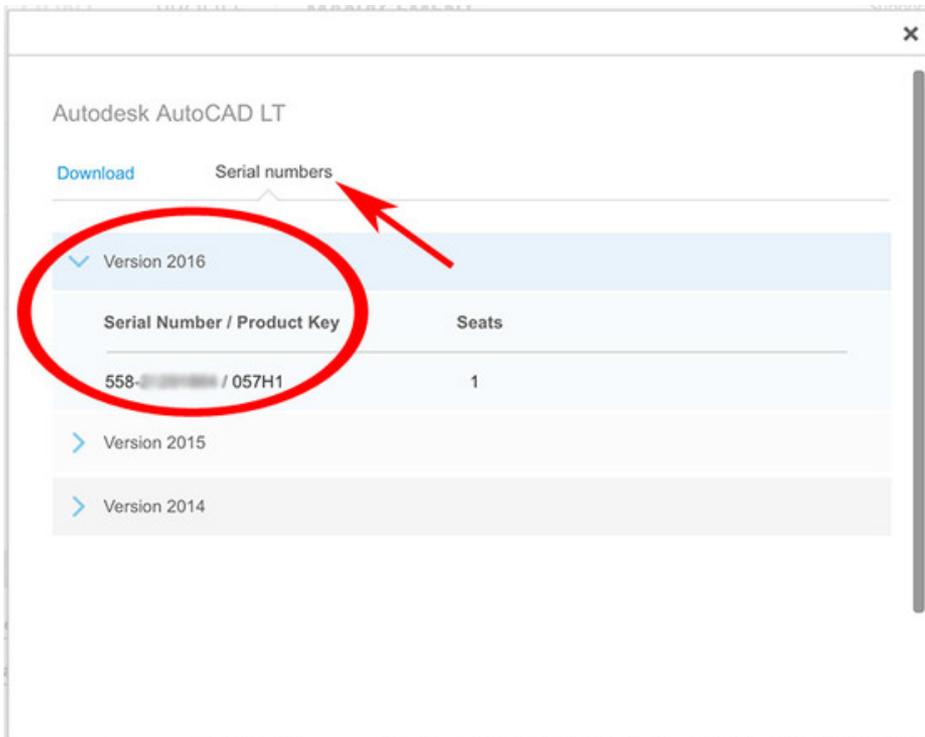
Reactivation

Reactivation is required when the previous activation of a product is somehow invalidated on the computer. The license will attempt to silently and automatically reactivate. If it cannot automatically reactivate, or if automatic reactivation has happened too many times over a certain period of months, you will be prompted to manually reactivate the product. At that point, reactivation requires the same steps and information as initial activation of the product.

Reactivate a perpetual license

Reactivation may be required when the previous activation of the product is somehow invalidated on the computer on which it is installed.

Reactivate Expired Home Use License

To reauthorize your expired Home Use License, you need to submit a new Subscription Home Use License Agreement.

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